IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application: Childress et al. Group Art Unit: 2154

Serial No.: 10/782,445 Examiner: Patel, Haresh N.

Filed: February 19, 2004 Attorney Docket No.: AUS920040025US1

For: Architecture for a Centralized Customer No. 50170

Management System

AMENDMENT UNDER 37 C.F.R. § 1.312

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

No fees are believed to be required. If, however, any fees are required, I authorize the Commissioner to charge these fees which may be required to IBM Corporation Deposit Account No. 09-0447. No extension of time is believed to be necessary. If, however, an extension of time is required, the extension is requested, and I authorize the Commissioner to charge any fees for this extension to IBM Corporation Deposit Account No. 09-0447. Amendments to the Drawings are included as an attachment.

Amendments to the Specification begin on page 2 of this paper.

Listing of Claims begins on page 4 of this paper.

Remarks begin on page 8 of this paper.